



Administration for Community Living

Administration on Aging

National Alzheimer's Call Center
HHS-2013-ACL-AOA-AC-0045
Application Due Date: 04/22/2013

National Alzheimer's Call Center
HHS-2013-ACL-AOA-AC-0045
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**Department of Health & Human Services
Administration for Community Living**

Program Office: Administration on Aging
Funding Opportunity Title: National Alzheimer's Call Center
Announcement Type: Initial
Funding Opportunity Number: HHS-2013-ACL-AOA-AC-0045
Primary CFDA Number: 93.048
Due Date for Applications: 04/22/2013

Executive Summary

The Administration on Aging (AoA) will hold a competition for a new cooperative agreement to operate a national information and counseling service for persons with Alzheimer's disease, their family members and caregivers (National Alzheimer's Call Center). The National Call Center will be available to people in 56 states and territories, 24 hours a day, 7 days a week, 365 days a year to provide expert advice, care consultation, information and referrals nationwide, at the national and local levels, regarding Alzheimer's disease and related dementias (ARD). The grantee will maintain a national network of organizations that are effectively linked together and supported by a national office. The grantee will have an overarching capability of linking consumers to local entities that are prepared to provide accurate information, referrals to publicly and privately funded services and supports, counseling services, including crisis counseling, and detailed follow through to ensure consumers receive appropriate and high quality responses to their concerns. The grantee will coordinate with federal initiatives, such as <http://www.alzheimers.gov/>, and make appropriate referrals to other federally-funded resources, such as the Eldercare Locator.

Eligible applicants include domestic public or private and non-profit entities including faith-based organizations and community-based organizations with national reach into all states, as well as into territories, tribes and localities. National reach can be accomplished through a network of partnerships with other entities.

AoA plans to fund one project through this cooperative agreement. The project will be funded at a federal share of approximately \$985,135 per year for a project period of 5 years, contingent on the availability of federal funds. Grantees are required to cover at least 25% of the total program costs from non-federal cash or in-kind resources.

The National Call Center's consumers will be people with ARD, their family members and caregivers. The National Call Center will be accessible by telephone, website, e-mail address and TTY/TDD at no cost to the consumer.

Applicants must involve community-based organizations in the operation of the National

Call Center to ensure local, on-the-ground capacity to respond to emergency and on-going needs of people with ADRD, their family members and caregivers. Applicants must be able to carry out activities and initiatives at a national level, as well as work with local organizations. Applicants must target traditionally underserved populations in their proposed outreach and marketing strategies, including elders and caregivers of color; ethnic minority, low-income, limited-English proficient and rural persons; people with dementia and intellectual or developmental disabilities and their family caregivers; lesbian, gay, bisexual and transgender (LGBT) older adults and caregivers; and caregivers and families coping with Alzheimer's disease.

I. Funding Opportunity Description

Statutory Authority

The statutory authority for grants under this Program Announcement is contained in Title IV of the Older Americans Act (OAA) (42 U.S.C. 3032), as amended by the Older Americans Act Amendments of 2006, Pub.L. 109-365. (Catalog of Federal Domestic Assistance 93.048, Title IV Discretionary Projects).

Description

Background

The Administration on Aging (AoA) has been funding the National Alzheimer's Call Center since 2003. The National Call Center assists persons with Alzheimer's disease and related dementias, family and caregivers via:

- 24/7 live telephone support,
- Comprehensive, detailed website information, including interactive message boards in English & Spanish on a wide variety of topics,
- Interactive on-line screening tools & resources, and more.

The National Call Center responds to approximately 290,000 contacts annually.

Funding Opportunity

AoA will hold a competition for a new National Alzheimer's Call Center (National Call Center) cooperative agreement to operate a national information and counseling service for persons with Alzheimer's disease and related dementias (ADRD), their family members and caregivers. The goal of the National Call Center is to improve the quality of life of people with Alzheimer's and their family caregivers through an integrated network of general information specialists and care consultants who provide personalized information, referral, support, care consultation and crisis intervention by telephone and electronically. The objectives are:

- i. Provide timely and personal response to every contact received via telephone or email to address immediate concerns; provide information and education about ADRD; refer to the Eldercare Locator, publicly and privately funded programs that offer services and supports and local points of service; and offer care consultation and crisis intervention as needed.

The National Call Center will be available to people in 56 states and territories, 24 hours a day, 7 days a week, 365 days a year to provide expert advice, care consultation, information and referrals nationwide, at the national and local levels, regarding ADRD. Referrals must include the Eldercare Locator and publicly and privately funded programs that offer services and supports, as appropriate. The grantee will maintain a national network of organizations that are effectively linked together and supported by a national office. The grantee will have the overarching capability of linking consumers to local entities that are prepared to provide accurate information, referrals to publicly and privately funded services and supports, counseling services, including crisis counseling, and detailed follow through to ensure consumers receive appropriate and high quality responses to their concerns. The National Call Center will have the capability of serving long distance caregivers through telephone conferencing and transfer capabilities between caregivers' and the family members' communities.

The National Call Center will provide personalized, professional Information Service and Care Consultation Service available at all times. Information Service will include basic information on caregiving especially for persons with dementia; handling legal issues; resources for long-distance caregiving; referrals to locally available evidence-based programs, the Eldercare Locator and publicly and privately funded programs that offer services and supports; promotion of research participation opportunities; tips for working with the medical community; and other topic areas. Care Consultation Service will include counseling services, provided by Master's level or equivalent social workers or counselors, which will be constantly available to help those with emergency needs as well as those who are struggling with the impact of Alzheimer's disease on an on-going basis. Counseling services will provide consumers with immediate access to help in times of crises with the capability to refer callers directly to local services, the Eldercare Locator, and publicly and privately funded programs that offer services and supports.

The National Call Center's customers will be consumers, including people with ADRD, caregivers, family members and the general public. The National Call Center is not designed to serve health care providers or other professionals, as other existing resources are available for assisting these professionals in learning about and responding to issues facing those affected by ADRD.

ii. Assure high quality professional service, provided by staff members who have completed standardized training.

To maintain a consistently high level of professional service, all National Call Center staff, at both the national and local level, will receive rigorous, consistent and ongoing training. Information Service and Care Consultation Service staff will meet regularly for case reviews to assure accurate, consistent, up-to-date information is provided to all callers, nationwide. National Call Center staff, at both the national and local level, will utilize a computer-based central repository of resources with information on many topics, clinical protocols, and standardized fulfillment packages that are developed and continually updated by dementia experts. Staff training and the repository must include the Eldercare Locator.

iii. Collaborate with the Aging Network, including the Eldercare Locator, core Title III, VI & VII programs, Aging & Disability Resource Centers (ADRC), Alzheimer's Disease Supportive Services Program (ADSSP), Lifespan Respite grantees and others, to

expand the awareness of the National Call Center and ensure the effective coordination of services.

The National Call Center will represent a distinct capacity that goes above and beyond that of AoA's Eldercare Locator. The Eldercare Locator is a nationwide toll-free service that helps older adults and their caregivers find local services for seniors. The expectation is that National Call Center staff will work in close coordination with Eldercare Locator staff. The grantee will develop a formalized plan describing how the two efforts will be coordinated within three months of the award announcement.

Because of the national focus of the National Call Center, the grantee will also assist AoA in developing and sustaining collaborations between the National Call Center and the Aging Network, including core Title III & VII, Title VI tribal organization, ADRC, ADSSP, Lifespan Respite and other grantees. The grantee will also work with other AoA funded call centers (i.e. Eldercare Locator) and resource centers (e.g., ADRC, ADSSP, Lifespan Respite and Ombudsman Resource Centers, as well as the National Resource Center on LGBT Aging and the National Clearinghouse for Long Term Care Information) to exchange information and ideas and determine areas of collaboration and coordination.

The National Call Center will also work to establish collaborations with state and local governments as well as community-based organizations, including non-profit agencies and organizations, to ensure local, on-the-ground capacity to respond to emergency and on-going needs of persons with ADRD, their families, and informal caregivers. The National Call Center will link to and build upon, but not duplicate, the work of local agencies and organizations involved in providing services and support to those affected by ADRD. The National Call Center will ensure callers receive appropriate referrals to ADRCs, Area Agencies on Aging, local disabilities services networks and other state and local resources, such as state Medicaid programs that provide long term supports and services.

The National Call Center will coordinate with and provide referrals to federal resources, such as the Eldercare Locator, <http://www.alzheimers.gov/>, the Alzheimer's Disease Education and Referral (ADEAR) Center and Alzheimer's Disease Centers, as appropriate. The grantee will also coordinate with other federal initiatives, such as the National Plan to Address Alzheimer's Disease.

iv. Expand awareness of the National Call Center among the general public and promote family caregiver utilization of National Call Center services.

The National Call Center will develop and carry out a marketing plan to increase awareness and usage of the National Call Center among persons with ADRD, their family members, informal caregivers and the general public. The National Call Center will also develop and carry out a marketing plan to increase awareness and usage of the National Call Center among providers within the Aging Network, disabilities networks and other faith and community-based organizations.

The National Call Center will target their proposed outreach and marketing strategies to traditionally underserved populations, including elders and caregivers of color; ethnic minority, low-income, limited-English proficient and rural persons; people with dementia and intellectual or developmental disabilities and their family caregivers; lesbian, gay,

bisexual and transgender (LGBT) older adults and caregivers; and caregivers and families coping with Alzheimer's disease.

v. Increase utilization of the National Call Center by minority and limited English proficient populations, people with dementia and intellectual or developmental disabilities and their family caregivers and LGBT older adults and caregivers with ongoing incorporation of culturally-sensitive methods in National Call Center activities and initiatives.

The National Call Center will have multilingual capacity and will respond to inquiries in at least 140 languages through its own bilingual staff and with the use of language translation / interpretation services. The National Call Center will practice and incorporate culturally-sensitive methods in its activities and initiatives, including developing messages and materials for people who have low or limited health literacy and providing staff training to ensure services to target populations are culturally competent.

The National Call Center will be accessible by a single toll-free telephone number, website, e-mail address and TTY/TDD at no cost to the consumer. The National Call Center will track inquiries and referrals to ensure use by targeted populations and to identify opportunities for improvement.

vi. Evaluate the National Call Center through quantitative and qualitative methods.

The National Call Center will evaluate its activities through quantitative and qualitative methods. Effective quality control and continuous quality improvement protocols will require that all calls are documented to ensure callers receive the help and follow-through they need to resolve both crisis situations and difficulties from coping with the disease on a day-to-day basis. This will allow for local referral as well as data analysis of demographics, nature of inquiries, tracking of referral entities and adequacy of responses. At least quarterly reviews will identify needs for retraining or changes in procedures. Caller surveys and data analysis may also be used to identify emerging issues and evolving needs for new materials and services.

vii. Maintain and expand the National Call Center's web-based tools and supports.

The National Call Center will also offer a wide range of information and tools via website. The National Call Center will maintain an interactive and extensive on-line presence, using webchat, message boards, videos and/or other means. The National Call Center will work to expand its on-line presence, tools and/or support, as appropriate.

The successful applicant must be able to perform the following:

a. National Infrastructure

- Demonstrate extensive knowledge and expertise in the field of Alzheimer's disease; have a proven track record in providing information and assistance to people with dementia, older persons, their family members and informal caregivers; and have substantial organizational resources to support this effort. It is expected that expertise in the field of Alzheimer's disease will be integral to the applicant's organizational mission.
- Maintain a national network of organizations that are effectively linked together and supported by a national office with the overarching capability of automatically linking

consumers to local entities that are prepared to provide accurate information, referral, counseling services, including crisis counseling, and detailed follow through to ensure consumers receive appropriate and high quality responses to their concerns. These organizations must demonstrate the ability to use the Eldercare Locator and to connect callers with publicly and privately funded services and supports, including Medicaid, Older Americans Act and other state and local programs.

- Provide a single toll-free phone number, website, email address and TTY/TDD accessibility for public use of the National Call Center. Divert calls received from the toll-free number seamlessly during regular business hours to trained, local agents with a strong background, knowledge and access to local programs that will immediately provide the consumer with the needed information or counseling, including crisis intervention, as well as referrals to publicly and privately funded programs that are available to provide more long term assistance.
- Help consumers with emergency needs as well as those struggling with the impact or effects of Alzheimer's disease and other dementias on an on-going basis in a professional, responsive manner at all times, 24 hours a day, 7 days a week.
- Develop and maintain a Continuity of Operations Plan (COOP) that is regularly reviewed, updated and drilled upon.
- Develop, implement, and maintain a continuous quality improvement plan that is an integral part of all National Call Center operations. Evaluate activities through quantitative and qualitative methods.

b. Telephone & On-line Service Operations

- Ensure highly trained Information Service staff will receive telephone, TTD/TTY, email and on-line inquiries 24 hours a day, 7 days a week. Live Information Service and Care Consultation Service staff will provide information, counseling and supportive services in a culturally-sensitive manner. National Call Center staff members will be available to callers in English and in Spanish to respond to written and e-mail inquiries. The National Call Center will need to provide at least the following additional services:
 - the ability to add additional Information Service staff in times of high call volume due to promotional efforts or media coverage;
 - access to translators/interpreters fluent in other languages on an as needed basis utilizing language line services such as AT&T Language Line;
 - plans and capacity to assist in crisis situations and emergency preparedness and response efforts relating to persons with ADRD and their family members and informal caregivers; and
 - plans and capacity to assist callers with their long term needs for assistance and support through linkages to publicly and privately funded services, including Medicaid, Older Americans Act, and state and locally funded programs, if available.
- Use National Call Center publications and other materials to provide answers and referrals to users of the National Call Center.
- Provide the capability of transferring calls to appropriate local providers for immediate intervention services and subsequent follow through at the local level in

the event of an inquiry from a caller in crisis.

- Implement effective quality control and improvement procedures to ensure the accuracy, appropriateness, consistency, understandability, cultural sensitivity, convenience, promptness and overall quality of responses.
- Maintain a robust website with interactive tools, message boards, chat features, and/or videos, etc. Expand the National Call Center's on-line presence, tools and/or support, as appropriate.
- Access a telephone system with the capability to add new lines, to hold callers in queue, forward numbers to the first available Information Service staff member, and the ability to transfer callers to referral agencies at no cost to the caller.
- Maintain TTY/TDD access.
- Have in place a program for recording and analyzing phone activity.

c. Information Service and Care Consultation Service Staffing and Training

- Ensure all Information Service staff members, at both the national and local levels, responding to inquiries have knowledge of AoA, ADRD, the Aging Network, ADRCs, Elder Abuse/Adult Protective Services and Long Term Care Ombudsman programs, Older Americans Act programs and services, disability networks and programs, Lifespan Respite, Medicaid waiver and other home and community-based services programs for older adults and people with dementia and intellectual or developmental disabilities, evidence-based health promotion/disease prevention programs applicable to persons with Alzheimer's disease and/or their caregivers, research participation opportunities and other issues of importance (i.e., disease prevention, respite) to people with ADRD and their caregivers.
- Ensure all Care Consultation Service staff members meet at least the same requirements and expectations as Information Service staff members, and also are master's level or equivalent social workers or counselors. Additionally, all Care Consultation Service staff members should receive initial and ongoing specialized training, on topics such as crisis intervention and counseling in complex situations.
- Ensure that all national and local staff will be trained in counseling skills and customer service, and that the National Call Center will be staffed and available at all times. Staff responding to calls will possess outstanding telephone skills and techniques enabling them to respond to inquiries in a positive and professional manner.
- Ensure quality and consistency of service by establishing standards of training for all new staff members, at the national and local levels, including specific training requirements that must be met before staff members respond to inquiries. Refresher training courses shall also be conducted periodically to ensure up-to-date competency in the field.

d. Inquiry Database Management System (IDMS)

- The IDMS will provide an electronic record of telephone, e-mail, TTY/TDD and mail requests received.
- Hardware, software, and networking architecture will be provided for easy access to archival data for report purposes, with separation from current records, to ensure real time processing and response time.

- IDMS must be capable of providing analytical data in table, graph or chart formation, and graphical reports.
- Develop and implement reporting capabilities to provide data on frequency of contact requests, types of referrals made (including tracking the types of referral entities), contact demographics and other data to support ongoing program management and quality assurance.
- Maintain the security of the IDMS, including prevention of unauthorized access to and alteration of the data. Provide backup of the IDMS and any other systems developed in support of this grant to enable recovery in case of catastrophic loss of data through hardware malfunctions or by external causes (e.g., fire, flood).
- Ensure that the IDMS is an integral part of the National Call Center’s continuous quality improvement plan.

e. Promotional Activities and Outreach

- Develop and carry out a marketing plan to increase awareness and usage of the National Call Center among persons with ADRD, their family members and caregivers and the general public.
- Develop and carry out a marketing plan to increase awareness and usage of the National Call Center among providers within the Aging Network, disabilities networks and other faith and community-based organizations.
- Identify and submit proposals for presentations at national or local meetings for aging and disabilities services professionals, relevant to the specific goals / outcomes of the project.
- Ensure the marketing plan and its implementation includes a strategy to promote and market the National Call Center to consumers from traditionally underserved populations, including elders and caregivers of color; ethnic minority, low-income, limited-English proficient and rural persons; people with dementia and intellectual or developmental disabilities and their family caregivers; lesbian, gay, bisexual and transgender (LGBT) older adults and caregivers; and caregivers and families coping with Alzheimer’s disease.
- Ensure that the marketing plan includes the development and use of a logo, brochure, and other promotional items, as appropriate.
- Develop and carry out a continuous quality improvement plan to assess the effectiveness of the promotional activities and outreach for the National Call Center.

II. Award Information

Funding Instrument Type:	Cooperative Agreement
Estimated Total Funding:	\$985,135
Expected Number of Awards:	1
Award Ceiling:	\$985,135 Per Budget Period
Award Floor:	\$985,135 Per Budget Period
Average Projected Award Amount:	\$985,135 Per Budget Period

Length of Project Periods:

60-month project with five 12-month budget periods

Additional Information on Awards:

Awards made under this announcement are subject to the availability of Federal funds.

Description of ACL's Anticipated Substantial Involvement Under the Cooperative Agreement

The project will begin August 1, 2013. For the purpose of this project, the AoA will award a cooperative agreement. Under the terms of a cooperative agreement, substantial involvement is expected between the executive agency (the AoA) and the award recipient (grantee) when carrying out the activities in the **agreement**.

The complete terms and conditions of the cooperative agreement and a statement of AoA's anticipated substantial involvement specific to the type of activities that are the subject of the funding opportunity announcement are as follows:

As proposed in its approved application, the **grantee** agrees to carry out the objectives and activities of the project announced as the National Alzheimer's Call Center (hereinafter referred to as the National Call Center). The **grantee** will design and implement a National Call Center that will provide a national information, counseling and assistance program coordinated through a national network of community-based organizations that have the capacity to serve persons affected by Alzheimer's disease and related dementias. In addition,

1. The **grantee** will staff the National Call Center 24 hours a day, seven days a week. Trained professional Information Service staff and Care Consultation Service staff who are Master degree or equivalent social workers / counselors will be immediately available at all times. The grantee will ensure that the National Call Center has the capacity to respond to inquiries in at least 140 languages through its own bilingual staff and with the use of a language translation/interpretation service.
2. The **grantee** will provide a single toll-free number, website, e-mail address and TTY/TDD number for public access to the National Call Center, which will be functional upon the commencement of the project period.
3. The **grantee** agrees to maintain consistently high-level professional Information Service and Care Consultation Service staff, at both the national and local level, who will meet standardized education/experience requirements and receive rigorous, consistent initial and ongoing training as needed.
4. The **grantee** shall have the capacity to provide information, counseling and supportive services. The grantee will maintain a national network of organizations that are effectively linked together and supported by a national office with the overarching capability of linking consumers to local entities with expertise in Alzheimer's disease that are prepared to provide accurate information, counseling services, including crisis counseling, and detailed follow through to ensure consumers receive appropriate and high quality responses to their concerns. The grantee must provide appropriate referrals to publicly and privately funded services, including Medicaid, Older Americans Act, and state and locally funded programs, if available.

In the event of an inquiry from a caller in crisis, the grantee will have the capability of transferring calls to appropriate local providers for immediate intervention services and subsequent follow through at the local level. Referrals to crisis intervention, local services, or other referral agencies with the National Call Center database will be transferred at no cost to the caller.

5. The **grantee** will implement effective quality control and improvement procedures to ensure the accuracy, appropriateness, consistency, understandability, cultural competence, convenience, promptness and overall quality of all responses. The grantee will develop, implement, and maintain a continuous quality improvement plan that is an integral part of all National Call Center operations, including having in place a program to record and analyze phone activity. The grantee will develop and maintain a Continuity of Operations Plan that is regularly reviewed, updated and drilled upon.
6. The **grantee** will establish a National Call Center that will have an Inquiry Database Management System (IDMS) that supports the functions proposed under this program. The system will provide an electronic record of telephone, e-mail, TTY/TDD and mail requests; have hardware, software and networking architecture that provides easy access to archival data for report purposes; will be capable of providing analytical data; provide the security of the IDMS system that will prevent unauthorized access and alteration of data; and include the IDMS as an integral part of the National Call Center's continuous quality improvement plan.
7. The **grantee** agrees to work with AoA and other AoA-funded call centers (i.e. Eldercare Locator) and resource centers (e.g., Aging and Disability Resource Center, Alzheimer's Disease Supportive Services Program, Lifespan Respite and Ombudsman Resource Centers, as well as the National Resource Center on LGBT Aging and the National Clearinghouse for Long Term Care Information) to exchange information and ideas and to determine areas of collaboration and coordination and implement mechanisms designed to coordinate efforts effectively.
8. The **grantee** agrees to work with AoA in developing and sustaining collaborations between the National Call Center and Aging and Disability Resource Center (ADRC) grantees, Alzheimer's Disease Supportive Services Program, Lifespan Respite grantees, faith and community-based organizations and other members of the Aging Network. The grantee will identify and submit proposals for presentations at national meetings of Aging Network attendees or local meetings, relevant to the specific goals / outcomes of the project.
9. The **grantee** will develop and implement a marketing plan to increase awareness and usage of the National Call Center by the general public. The plan will specify strategies to promote and market the National Call Center to consumers including elders and caregivers of color; ethnic minority, low-income, limited-English proficient and rural persons; people with dementia and intellectual or developmental disabilities and their family caregivers; lesbian, gay, bisexual and transgender (LGBT) older adults and caregivers; and caregivers and families coping with Alzheimer's disease. The plan will include the development of a logo, brochure, and other promotional items. The grantee will have the ability to add Information Service staff in times of high call volume due to promotional and/or media coverage. The grantee will develop and carry out a continuous quality improvement plan to assess the effectiveness of the

promotional activities and outreach for the National Call Center.

10. The **grantee** agrees to provide, as requested, a revised project narrative, budget and/or other required documents to the AoA, with a copy to the AoA Project Officer, within the timeframe requested. This may include:

- a revised narrative updating the status of the project and priorities,
- a revised budget which includes a breakdown of proposed uses of grant funds including the apportionment of grant funds by a major grant activity and task, as well as by general category (e.g., salary, supplies, travel, etc.),
- a revised budget narrative that provides a justification for the funds requested.

11. The **grantee** will cooperate with Federal research efforts. This may include participation in surveys, interviews and other data collection activities.

12. The **grantee** will provide one draft copy of all products for Administration on Aging review and comment prior to producing and disseminating the final product. The National Call Center will provide the Administration on Aging a period of two weeks, prior to their release, publication, and/or posting to review and comment upon all materials produced by the National Call Center with funds provided through this award. After the two-week review and comment period, the National Call Center is free to make such materials public, using the following disclaimer:

“This report/document/etc. was supported, in part, by a grant, No. 90AC#####, from the Administration on Aging, U.S. Department of Health and Human Services. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official Administration on Aging policy.”

13. The **grantee** will provide copies of all reports and materials to the AoA Project Officer and Grants Management Officer. The grantee’s Project Director will communicate with the AoA Project Officer on a monthly basis (by phone, email or in-person). During these monthly meetings, the grantee Project Director and the AoA Project Officer will review project developments and accomplishments as well as discuss future endeavors and goals. The grantee will respond to major AoA priorities and initiatives that impact or enhance the goals of the project.

The **Administration on Aging (AoA)** agrees to work cooperatively in the development and execution of the activities of the project as follows:

1. **AoA** and the National Call Center will work cooperatively to clarify the issues to be addressed by the National Call Center. The National Call Center will develop the National Call Center’s work plan for each year of the project, with input and approval from AoA. Within 30 days of award and 30 days of each continuation award should they occur, the National Call Center and the Administration on Aging will agree upon a work plan and the National Call Center will adhere to the work plan, which details expectations for major activities, products and reports during the current budget period. The work plan will include timelines, staff assignments and areas that require Administration on Aging consultation, review, and/or prior approval. Either the

Administration on Aging or the National Call Center can propose a revision in the final work plan at any time. Any changes in the final work plan will require the approval of AoA.

2. **AoA** will assist the project leadership in understanding the policy concerns and/or priorities of AoA by conducting periodic briefings and by providing information and consultations on an ongoing basis. AoA will also share information with the project about other federally sponsored projects and activities relevant to the National Call Center's scope of work carried out under this Agreement. In particular, AoA will focus on the following:
 - Providing the grantee with linkages to Alzheimer's Disease Supportive Services Program (ADSSP) and Lifespan Respite grantees as well as Aging & Disability Resource Center (ADRC) staff and grantees; and
 - Facilitating interaction and collaboration with key partners within the Aging Network, including, but not limited to, identifying national meetings of Aging Network attendees or local meetings, relevant to the specific goals/outcomes of the project.
3. **AoA** will review, comment upon and approve all materials, reports, documents, etc. produced by the project with funds provided through the National Call Center award.
4. **AoA** will work with the National Call Center in setting priorities for the training and technical assistance provided by the National Call Center.
5. The **AoA** Project Officer will communicate with the grantee's Project Director on a monthly basis by phone or email or in person. During these monthly meetings, the grantee Project Director and the AoA Project Officer will review project developments and accomplishments as well as discuss future endeavors and goals.

Once a cooperative agreement is in place, requests to modify or amend it or the work plan may be made by AoA or the awardee at any time. Modifications and/or amendments of the Cooperative Agreement or work plan shall be effective upon the mutual agreement of both parties, except where AoA is authorized under the Terms and Conditions of award, 45 CFR Part 74 or 92, or other applicable regulation or statute to make unilateral amendments. When an award is issued the cooperative agreement terms and conditions from the funding opportunity announcement are incorporated by reference.

Please see *Section IV.5 Funding Restrictions* for limitations on the use of Federal funds awarded under this announcement.

III. Eligibility Information

III.1. Eligible Applicants

Eligible applicants are limited to domestic public or private and non-profit entities including faith-based organizations and community-based organizations with national reach into all states, as well as into territories, tribes and localities; national reach may be accomplished through a network of partnerships with other entities. This competition is limited to the named entities because other types of applicants do not possess the national reach and perspective needed to successfully implement this national program.

Individuals, foreign entities, and sole proprietorship organizations are not eligible to compete for, or receive, awards under this announcement.

See "Legal Status of Applicant Entity" in *Section IV.2* for documentation required to support eligibility.

III.2. Cost Sharing or Matching

Cost Sharing / Matching Requirement: Yes

Grantees must provide at least **25** percent of the total approved cost of the project. The total approved cost of the project is the sum of the ACL (federal) share and the non-federal share. The non-federal share may be met by cash or in-kind contributions, although applicants are encouraged to meet their match requirements through cash contributions. For example, in order to meet the match requirements, a project requesting **\$985,135.00** in ACL (federal) funds must provide a non-federal share of the approved total project cost of at least **\$328,378.00** , which is **25** percent of total approved project cost of **\$1,313,513.00** .

Note: Grantees will be held accountable for projected commitments of non-federal resources in their application budgets and budget justifications, even when the projected non-federal commitment exceeds the required amount of matching or cost share. A grantee's failure to provide the required matching amount will result in the disallowance of federal funds. However, lack of supporting documentation at the time of application submission will not exclude the application from competitive review.

There are two types of match: 1) non-Federal cash and 2) non-Federal in-kind. In general, costs borne by the applicant and cash contributions of any and all third parties involved in the project, including sub-grantees, contractors and consultants, are considered matching funds. Volunteered time and use of facilities to hold meetings or conduct project activities may be considered in-kind (third party) donations. Examples of non-Federal cash match includes budgetary funds provided from the applicant agency's budget for costs associated with the project. ACL encourages you to not exceed the minimum match requirement. Applications with a match greater than the minimum required will not receive additional consideration under the review. Match is not one of the responsiveness criteria as noted in Section III, 3 Application Screening Criteria.

ACL takes very seriously the current downturn in the nation's economy; therefore ACL may waive the matching requirement where severe hardship is documented by the applicant. If you feel unable to meet the minimum matching requirement, please provide a written justification, which explains why you cannot meet the match through cash or in-kind contributions. The written justification must be signed by your authorized representative and submitted with your application through <http://www.grants.gov>. ACL will review your request and contact you should additional information or justification be necessary. Applicants are encouraged to make this hardship determination during the application phase; waiver requests made after awards have been issued will be reviewed on a

case-by-case basis.

Under this Older Americans Act (OAA) program, ACL will fund no more than 75% of the project's total cost, which means the applicant must cover at least 25% of the project's total cost with non-Federal resources. In other words, for every three (3) dollars received in Federal funding, the applicant must contribute at least one (1) dollar in non-Federal resources toward the project's total cost. This "three-to-one" ratio is reflected in the formula included under Item 18 in Attachment A. You can use this formula to calculate your minimum required match. A common error applicants make is to match 25% of the Federal share, rather than 25% of the project's total cost.

There are two types of match: 1) non-Federal cash and 2) non-Federal in-kind. In general, costs borne by the applicant and cash contributions of any and all third parties involved in the project, including sub-grantees, contractors and consultants, are considered matching funds. Volunteered time and use of facilities to hold meetings or conduct project activities may be considered in-kind (third party) donations. Examples of non-Federal cash match includes budgetary funds provided from the applicant agency's budget for costs associated with the project. **ACL encourages you to not exceed the minimum match requirement.** Applications with a match greater than the minimum required will not receive additional consideration under the review. Match is not one of the responsiveness criteria as noted in Section III, 3 Application Screening Criteria.

ACL takes very seriously the current downturn in the nation's economy; therefore ACL may waive the matching requirement where severe hardship is documented by the applicant. If you feel unable to meet the minimum matching requirement, please provide a written justification, which explains why you cannot meet the match through cash or in-kind contributions. The written justification must be signed by your authorized representative and submitted with your application through <http://www.grants.gov/>. ACL will review your request and contact you should additional information or justification be necessary. Applicants are encouraged to make this hardship determination during the application phase; waiver requests made after awards have been issued will be reviewed on a case-by-case basis.

III.3. Other

DUNS Number and System for Award Management (SAM) Requirement

All applicants must have a DUNS number (www.dnb.com) and be registered with the System for Award Management (SAM, www.sam.gov) and maintain an active SAM registration until the application process is complete, and should a grant be made, throughout the life of the award. Finalize a new, or renew an existing, registration at least two weeks before the application deadline. This action should allow you time to resolve any issues that may arise. Failure to comply with these requirements may result in your inability to submit your application or receive an award. Maintain documentation (with dates) of your efforts to register or renew at least two weeks before the deadline. See the SAM Quick Guide for Grantees at: <https://www.sam.gov/sam/transcript/>

[SAM Quick Guide Grants Registrations-v1.6.pdf](#)

HHS requires all entities that plan to apply for, and ultimately receive, Federal grant funds from any HHS Agency, or receive subawards directly from recipients of those grant funds to:

- Be registered in the SAM prior to submitting an application or plan;
- Maintain an active SAM registration with current information at all times during which it has an active award or an application or plan under consideration by an OPDIV; and
- Provide its active DUNS number in each application or plan it submits to the OPDIV.

The agency is prohibited from making an award until an applicant has complied with these requirements. At the time an award is ready to be made, if the intended recipient has not complied with these requirements, the agency:

- May determine that the applicant is not qualified to receive an award; and
- May use that determination as a basis for making an award to another applicant.

Application Disqualification Factors

All applications will be screened to assure a level playing field for all applicants. Applications that fail to meet the screening criteria described below will **not** be reviewed and will receive **no** further consideration.

Applications that fail to satisfy the due date and time deadline requirements stated in *Section IV.3. Submission Dates and Times* will be deemed non-responsive and will not be considered for funding under this announcement.

See *Section IV.3. Submission Dates and Times* for disqualification information specific to electronically-submitted applications:

- Electronically-submitted applications that do not receive a date/time-stamp email indicating application submission on or before 11:59 p.m., Eastern Time, on the due date, will be disqualified and will not be considered for competition.
- Electronically-submitted applications that fail the checks and validations at www.Grants.gov because the Authorized Organization Representative (AOR) does not have a current registration at the System for Award Management (SAM) at the time of application submission will be disqualified and will not be considered for competition.
- The Project Narrative section of the Application must be **double-spaced**, on 8 ½” x 11” plain white paper with **1” margins** on both sides, and a **font size of not less than 11**.
- **The Project Narrative must not exceed 20 pages.** NOTE: The Project Work Plan, Letters of Commitment, and Vitae of Key Project Personnel **are not counted** as part of the Project Narrative for purposes of the 20-page limit.

Unsuccessful submissions will require authenticated verification from <http://www.grants.gov> indicating system problems existed at the time of your submission. For example, you will be required to provide an <http://www.grants.gov> submission error notification and/or tracking number in order to substantiate missing the application deadline.

Applications that do not meet the following responsiveness criteria will be administratively eliminated and will not be reviewed:

1. Demonstrates expertise in the areas of Alzheimer’s disease and related dementias and family caregiver support.
2. Provides letters of commitment from relevant partners related to their defined role in the project such as State Units on Aging, Area Agencies on Aging, ADRC, ADSSP and Lifespan Respite grantees, national aging and family caregiver organizations, and participating community-based service provider organizations, including aging services provider organizations. Demonstrates experience in working with State Units on Aging, Area Agencies on Aging, ADRC grantees, ADSSP grantees, national aging and family caregiver organizations, and participating community-based service provider organizations, including aging services provider organizations. Demonstrates knowledge of aging and disability networks, Medicaid programs and other appropriate referrals.
3. Demonstrates the capacity to begin answering phone and email contacts upon the commencement of the project period, with other project activities (e.g., marketing, collaborations with others, continuous quality improvement activities) to be fully functional within 30 days of the commencement of the project period. The National Call Center’s projected monthly contact volume is 24,000 calls/contacts per month.
4. Provides a project director for this project that is a national leader in the field of caregiver support and Alzheimer’s and related dementias and will work full time on this project or on work that is consistent with and directly related to the development of the National Call Center.

IV.1. Address to Request Application Package

Address to Request Application Package

Application materials can be obtained from <http://www.grants.gov>

Please note, ACL is requiring applications for all announcements to be submitted electronically through <http://www.grants.gov>. The Grants.gov (<http://www.grants.gov>) registration process can take several days. If your organization is not currently registered with <http://www.grants.gov>, please begin this process immediately. **For assistance with <http://www.grants.gov>, please contact them at support@grants.gov or 1-800-518-4726 between 7 a.m. and 9 p.m. Eastern Time.** At <http://www.grants.gov>, you will be able to download a copy of the application packet, complete it off-line, and then upload and submit the application via the Grants.gov website (<http://www.grants.gov>).

Applications submitted via <http://www.grants.gov>:

- You may access the electronic application for this program on <http://www.grants.gov>. You must search the downloadable application page by the Funding Opportunity Number or CFDA number.
- At the <http://www.grants.gov> website, you will find information about submitting an application electronically through the site, including the hours of operation. ACL

strongly recommends that you do not wait until the application due date to begin the application process through <http://www.grants.gov> because of the time involved to complete the registration process.

- All applicants must have a Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number and register in the System for Award Management (SAM). You should allow a minimum of **five days** to complete the SAM registration.
- **Note:** Failure to submit the correct suffix can lead to delays in identifying your organization and access to funding in the Payment Management System.
- Effective October 1, 2010, HHS requires all entities that plan to apply for and ultimately receive Federal grant funds from any HHS Operating/Staff Division (OPDIV/STAFFDIV) **or receive subawards directly from the recipients of those grant funds** to:
 1. Be registered in the SAM prior to submitting an application or plan;
 2. Maintain an active SAM registration with current information at all times during which it has an active award or an application or plan under consideration by an OPDIV; and
 3. Provide its DUNS number in each application or plan it submits to the OPDIV.

An award cannot be made until the applicant has complied with these requirements. At the time an award is ready to be made, if the intended recipient has not complied with these requirements, the OPDIV/STAFFDIV:

- May determine that the applicant is not qualified to receive an award; and
- May use that determination as a basis for making an award to another applicant.

Additionally, all first-tier subaward recipients must have a DUNS number at the time the subaward is made.

- Since October 1, 2003, The Office of Management and Budget has required applicants to provide a Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) number when applying for Federal grants or cooperative agreements. It is entered on the SF 424. It is a unique, **nine-digit identification number**, which provides unique identifiers of single business entities. The DUNS number is *free and easy* to obtain.
- Organizations can receive a DUNS number at no cost by calling the dedicated toll-free DUNS Number request line at 1-866-705-5711 or by using this link to access a guide:
http://www.whitehouse.gov/sites/default/files/omb/grants/duns_num_guide.pdf
- You must submit all documents electronically, including all information included on the SF424 and all necessary assurances and certifications.
- Prior to application submission, Microsoft Vista and Office 2007 users should review the <http://www.grants.gov> compatibility information and submission instructions provided at <http://www.grants.gov> (click on “**Vista and Microsoft Office 2007 Compatibility Information**”).
- **Your application must comply with any page limitation requirements described**

in this Program Announcement.

- After you electronically submit your application, you will receive an automatic acknowledgement from <http://www.grants.gov> that contains <http://www.grants.gov> tracking number. The Administration for Community Living will retrieve your application form from <http://www.grants.gov>.
- After the Administration on Aging retrieves your application form from <http://www.grants.gov>, a return receipt will be emailed to the applicant contact. This will be in addition to the validation number provided by <http://www.grants.gov>.
- Each year organizations registered to apply for Federal grants through <http://www.grants.gov> will need to renew their registration with the System for Awards Management (SAM). You can register with the SAM online and it will take about 30 minutes (<http://www.sam.gov>).

Contact person regarding this Program Announcement:

Amy Wiatr-Rodriguez
Administration for Community Living
233 N Michigan Ave, Ste 790
Chicago, IL 60601
Phone: (312) 938-9858
Email: amy.wiatr@acl.hhs.gov

IV.2. Content and Form of Application Submission

Partner Standard Format and PO-Specific Format Requirements For All Applications:

Authorized Organizational Representative (AOR)

The individual(s), named by the applicant/recipient organization, who is authorized to act for the applicant/recipient and to assume the obligations imposed by the Federal laws, regulations, requirements, and conditions that apply to grant applications or awards.

Each applicant must designate an Authorized Organizational Representative (AOR). An AOR is named by the applicant, and is authorized to act for the applicant, to assume the obligations imposed by the Federal laws, regulations, requirements, and conditions that apply to the grant application or awards.

AOR Authorization is part of the registration process at www.Grants.gov where the AOR will create a short profile and obtain a username and password from the Grants.gov Credential Provider. AORs will only be authorized for the DUNS number registered in the System for Award Management (SAM).

Point of Contact

In addition to the AOR, a point of contact on matters involving the application must also be

identified. The point of contact, known as the Project Director or Principal Investigator, should not be identical to the person identified as the AOR. The point of contact must be available to answer any questions pertaining to the application.

Application Checklist

Applicants may refer to *Section VIII. Other Information* for a checklist of application requirements that may be used in developing and organizing application materials. Details concerning acknowledgment of received applications are available in *Section IV.3. Submission Dates and Times* of this announcement.

Follow the instructions provided in the formatting section to ensure that your application can be printed efficiently and consistently for the competitive review.

Observe page limitations.

All applicants must follow the instructions provided in this section. Be sure to print all attachments (components) on paper and count the number of pages before submission. Keep the printed copy as a hard copy of your application for your files.

ELECTRONIC APPLICATIONS SUBMITTED VIA www.Grants.gov:

Electronic applications will only be accepted via www.Grants.gov. The Agency will not accept applications submitted via email or via facsimile. Only applications, which pass the Grants.gov validation check, will be acknowledged.

Please read this section carefully before beginning application submission. It is mandatory to follow the instructions provided in this section to ensure that your application can be printed efficiently and consistently for review.

Copies Required

Applicants must submit one complete copy of the application package electronically. Applicants submitting electronic applications need not provide additional copies of their application package.

NOTE: Applications submitted via www.Grants.gov will undergo a validation check. See *Section IV.2. Application Submission Options* and *Section IV.3. Submission Due Dates and Times, Explanation of Due Dates*. The validation check can affect whether the application is accepted for review. Applications that fail the www.Grants.gov validation check will not be transmitted to the Agency. If the application fails the validation check and is not resubmitted by 11:59 p.m., ET, on the due date, it will be disqualified.

Signatures

Follow the AOR Authorization and E-Biz POC instructions provided at www.Grants.gov.

Required OMB-Approved and Standard Forms (SFs)

www.Grants.gov provides its own protocols for the submission of OMB-approved and Standard Forms (SFs) such as the SF-424 application and budget forms and the SF-P/PSL, Project/Performance Site Location form. See *Section IV.2. Required Forms*,

Assurances, and Certifications for required OMB-approved Standard Forms and required assurances and certifications.

Application Package Components

Applications must be divided into the sections listed in the table. **It is important that each component is submitted in a separate electronic file.** Page limitations apply to the Project Description document and the Appendices and the following:

- The Project Summary/Abstract is limited to one single-spaced page.
- The Project Narrative is limited to 20 double spaced pages.

Application Package Components	Page Limitations
Required Standard Forms (SFs) and/or OMB-approved Forms	No page limitations.
Required Certifications and Assurances	No page limitations.
Project Summary/Abstract	One page limitation, single-spaced, font size of no less than 11 point
Project Narrative	20 pages in double-spaced format with a font size of no less than 11-point and included items are listed later in this section. The 20 page project description <i>does not</i> include the project abstract/summary, table of contents, appendix, budget and budget narrative, or the standard forms.
Budget Justification	Submit a 3-5 year budget in accordance with program announcement requirements with line-item detail with justification narrative. The Budget Justification should be no longer than 10 pages.
Proof of Legal Status/Proof of Non-Profit Status	No page limitations.

The required content of the Project Narrative and any Appendices, and their page limits, are listed later in this section.

With the exception of the required Standard Forms (SFs), all application materials must be formatted so that they will print out onto 8 ½" x 11" white paper with 1-inch margins. **All pages of the application component, i.e., Project Narrative, Budget Justification, Appendices, must be sequentially numbered.** Applicants should print all attachments on paper and count the number of pages before submitting the application. Applicants should

keep a hard copy of the submitted application package for their files.

All elements of the application submission, with the exception of the one-page Project Summary/Abstract, the Budget Justification, required Assurances and Certifications, and proof of legal status/non-profit status, must be in double-spaced format in 11-point font. The Project Summary/Abstract is required to be one single-spaced page in a font size not less than 11-point. The Budget Justification may be single-spaced, in a font size not less than 11-point and should be no more than 10 pages.

Applicants must follow the instructions provided in this section:

Carefully observe the file naming conventions required by www.Grants.gov.

Limit file names to 50 characters and do not use special characters (example: &,-,*,%/,#) including periods (.), blank spaces, and accent marks, within application form fields, and file attachment names. An underscore (_) may be used to separate a file name.

Use only file formats supported by the Agency.

It is critical that applicants only submit application components using the supported file formats listed here. Documents in file formats that are not supported by the Agency will be removed from the application and will not be used in the competitive review. This may make the application incomplete and the Agency will not make any awards based on an incomplete application.

The Agency supports the following file formats:

- Adobe PDF – Portable Document Format (.pdf)
- Microsoft Word (.doc or .docx)
- Microsoft Excel (.xls or .xlsx)
- Microsoft PowerPoint (.ppt)
- Image Formats (.JPG, .GIF, .TIFF, or .BMP only)

Do not encrypt or password protect the electronic application files!

If the Agency cannot access submitted electronic files because they have been encrypted or are password protected, the affected file will be removed from the application and will not be used in the competitive review. This may make the application incomplete and the Agency will not make any awards based on an incomplete application.

Letter of Intent

Applicants are requested, but not required, to submit a letter of intent to apply for this funding opportunity to assist AoA in planning for the application independent review process. The purpose of the letter of intent is to allow our staff to estimate the number of independent reviewers needed and to avoid potential conflicts of interest in the review. The deadline for submission of the letter of intent is **April 4, 2013**. Letters of intent should be sent to:

U.S. Department of Health and Human Services
Administration on Aging, Administration for Community Living

Amy Wiatr-Rodriguez
 Chicago Regional Support Center
 Email: amy.wiatr@acl.hhs.gov
 Fax: 312-886-8533

Required Forms, Assurances, and Certifications

Applicants seeking grant or cooperative agreement awards under this announcement must submit the listed Standard Forms (SFs), assurances, and certifications with the application. All required Standard Forms, assurances, and certifications are available at [Grants.gov Forms Repository](https://www.grants.gov/forms-repository) unless specified otherwise.

Forms / Assurances / Certifications	Submission Requirement	Notes / Description
SF-424 - Application for Federal Assistance	Submission is required for all applicants by the application due date.	Required for all applications.
Survey on Ensuring Equal Opportunity for Applicants	Submission is voluntary. Submission may be made with the application by the application due date listed in the <i>Overview</i> and <i>Section IV.3. Submission Dates and Times</i> . Or, it may be submitted prior to the award of a grant.	Non-profit private organizations (not including private universities) are encouraged to submit the survey with their applications. Submission of the survey is voluntary. Applicants applying electronically may submit the survey along with the application as part of an appendix or as a separate document. Hard copy submissions should include the survey in a separate envelope.
Certification Regarding Lobbying	Submission required of all applicants with the application package. If it is not submitted with the application package, it may also be submitted prior to the award of a grant.	Submission of this Certification is required for all applications.

Additional Assurances and Certifications

IV.2. Project Narrative

Project Narrative

The Project Narrative must be double-spaced, on 8 ½” x 11” paper with 1” margins on both sides, and a font size of not less than 11. You can use smaller font sizes to fill in the Standard Forms and Sample Formats. The suggested length for the Project Narrative is ten to twenty pages; twenty pages is the maximum length allowed. ACL will not accept applications with a Project Narrative that exceeds 20 pages. The Project Work Plan, Letters of Commitment, and Vitae of Key Personnel are not counted as part of the Project Narrative for purposes of the 20-page limit, but all of the other sections noted below are included in the limit.

The components of the Project Narrative counted as part of the 20 page limit include:

- Summary/Abstract
- Problem Statement
- Goal(s) and Objective(s)
- Proposed Intervention
- Special Target Populations and Organizations
- Outcomes
- Project Management
- Evaluation
- Dissemination
- Organizational Capability

The Project Narrative is the most important part of the application, since it will be used as the primary basis to determine whether or not your project meets the minimum requirements for grants issued by the Administration for Community Living. The Project Narrative should provide a clear and concise description of your project.

In addition, applicants should submit a Project Work Plan as an attachment. The Project Work Plan should reflect and be consistent with the Project Narrative and Budget and should cover all five (5) years of the project period. It should include a statement of the project’s overall goal, anticipated outcome(s), key objectives, and the major tasks / action steps that will be pursued to achieve the goal and outcome(s). For each major task / action step, the work plan should identify timeframes involved (including start- and end-dates), and the lead person responsible for completing the task. Please reference the optional Sample Work Plan Template included under the Downloads for this Funding Opportunity Announcement as posted at http://www.acl.gov/Funding_Opportunities/Announcements/Index.aspx.

Applicants should include confirmation of the commitments to the project (should it be funded) made by key collaborating organizations and agencies. Any organization that is specifically named to have a significant role in carrying out the project should be considered an essential collaborator. For applications submitted electronically via [http:// www.grants.gov](http://www.grants.gov), signed letters of commitment should be scanned and included as attachments. Applicants unable to scan the signed letters of commitment may fax them to

the AoA Office of Grants Management at 202-357-3467 by the application submission deadline. In your fax, be sure to include the funding opportunity number and your agency name.

Summary/Abstract

This section should include a brief - no more than 265 words maximum - description of the proposed project, including: goal(s), objectives, outcomes, and products to be developed. Detailed instructions for completing the summary/abstract are included in a subsequent attachment of this document.

Problem Statement

This section should describe, in both quantitative and qualitative terms, the nature and scope of the particular problem or issue the proposed intervention is designed to address, including how the project will potentially affect the elderly population and/or their caregivers (including specific subgroups within those populations), and possibly the health care and social services systems (e.g., the use of health care and/or nursing home services.)

Goal(s) and Objective(s)

This section should consist of a description of the project's goal(s) and major objectives. Unless the project involves multiple, complex interventions, we recommend you have only one overall goal.

Proposed Intervention

This section should provide a clear and concise description of the intervention you are proposing to use to address the problem described in the "Problem Statement". You should also describe the rationale for using the particular intervention, including factors such as: "lessons learned" for similar projects previously tested in your community, or in other areas of the country; factors in the larger environment that have created the "right conditions" for the intervention (e.g., existing social, economic or political factors that you'll be able to take advantage of, etc.). Also note any major barriers you anticipate encountering, and how your project will be able to overcome those barriers. Be sure to describe the role and makeup of any strategic partnerships you plan to involve in implementing the intervention, including other organizations, supporters, and/or consumer groups.

The applicant must include an estimate of the number of contacts via telephone, email and website **each** that will be served for each project year. This section should describe how you will connect callers with publicly and privately funded services and supports, including Medicaid, Older Americans Act and other state and local programs.

Special Target Populations and Organizations

This section should describe how you plan to involve community-based organizations in a meaningful way in the planning and implementation of the proposal project. This section should also describe how the proposed intervention will target disadvantaged populations, including limited-English speaking populations.

Outcomes

This section of the project narrative must clearly identify the measurable outcome(s) that will result from the project. (NOTE: ACL will not fund any project that does not include measurable outcomes). This section should also describe how the project's findings might benefit the field at large, (e.g., how the findings could help other organizations throughout the nation to address the same or similar problems.) List measurable outcomes in the work plan grid under "Measurable Outcomes" in addition to any discussion included in the narrative along with a description of how the project might benefit the field at large (Please reference the optional Sample Work Plan Template included under the Downloads for this Funding Opportunity Announcement as posted at http://www.acl.gov/Funding_Opportunities/Announcements/Index.aspx)

A "measurable outcome" is an observable end-result that describes how a particular intervention benefits consumers. It demonstrates the functional status, mental well-being, knowledge, skill, attitude, awareness or behavior.) It can also describe a change in the degree to which consumers exercise choice over the types of services they receive, or whether they are satisfied with the way a service is delivered. Additional examples include: a change in the responsiveness or cost-effectiveness of a service delivery system; a new model of support or care that can be replicated in the aging network; new knowledge that can contribute to the field of aging; a measurable increase in community awareness; or a measurable increase in persons receiving services. A measurable outcome is not a measurable "output", such as: the number of clients served; the number of training sessions held; or the number of service units provided.

You should keep the focus of this section on describing what outcome(s) will be produced by the project. You should use the Evaluation section noted below to describe how the outcome(s) will be measured and reported.

Your application will be scored on the clarity and nature of your proposed outcomes, not on the number of outcomes cited. It is totally appropriate for a project to have only ONE outcome that it is trying to achieve through the intervention reflected in the project's design.

Project Management

This section should include a clear delineation of the roles and responsibilities of project staff, consultants and partner organizations, and how they will contribute to achieving the project's objectives and outcomes. It should specify who would have day-to-day responsibility for key tasks such as: leadership of project; monitoring the project's on-going progress, preparation of reports; communications with other partners and ACL. It should also describe the approach that will be used to monitor and track progress on the project's tasks and objectives.

Evaluation

This section should describe the method(s), techniques and tools that will be used to: 1) determine whether or not the proposed intervention achieved its anticipated outcome(s), and 2) document the “lessons learned” – both positive and negative - from the project that will be useful to people interested in replicating the intervention, if it proves successful.

Dissemination

This section should describe the method that will be used to disseminate the project’s results and findings in a timely manner and in easily understandable formats, to parties who might be interested in using the results of the project to inform practice, service delivery, program development, and/or policy-making, including and especially those parties who would be interested in replicating the project.

Organization Capability

Each application should include an organizational capability statement and vitae for key project personnel. The organizational capability statement should describe how the applicant agency (or the particular division of a larger agency which will have responsibility for this project) is organized, the nature and scope of its work and/or the capabilities it possesses. It should also include the organization’s capability to sustain some or all project activities after Federal financial assistance has ended.

This description should cover capabilities of the applicant agency not included in the program narrative, such as any current or previous relevant experience and/or the record of the project team in preparing cogent and useful reports, publications, and other products. If appropriate, include an organization chart showing the relationship of the project to the current organization. Please attach short vitae for key project staff only. Neither vitas nor an organizational chart will count towards the narrative page limit. Also include information about any contractual organization(s) that will have a significant role(s) in implementing project and achieving project goals.

The organizational capability statement should specify the following regarding the National Call Center's response to consumer phone calls and email inquiries and providing website information:

- a list of entities it plans to use, with the specific functions of these entities and how the selected entities will be identified, and
- the coordination and continuous quality control processes it will use with all entities involved in providing National Call Center services.

Budget Narrative/Justification

Applicants requesting funding for a multi-year grant program are REQUIRED to provide a detailed Budget Narrative/Justification for EACH potential year of grant funding requested.

Please reference the optional Sample Budget Justification and Template included under the Downloads for this Funding Opportunity Announcement as posted at http://www.acl.gov/Funding_Opportunities/Announcements/Index.aspx.

Electronic Submission via www.Grants.gov

- Additional guidance on the submission of electronic applications can be found at http://www.grants.gov/applicants/get_registered.jsp.
- If applicants encounter any technical difficulties in using www.Grants.gov, contact the Grants.gov Contact Center at: 1-800-518-4726, or by email at support@grants.gov, to report the problem and obtain assistance. Hours of Operation: 24 hours a day, 7 days a week. The Grants.gov Contact Center is closed on federal holidays.
- Applicants should always retain Grants.gov Contact Center service ticket number(s) as they may be needed for future reference.
- **Contact with the Grants.gov Contact Center prior to the listed application due date and time does not ensure acceptance of an application. If difficulties are encountered, the Grants Management Officer listed in *Section VII. Agency Contacts* will determine whether the submission issues are due to Grants.gov system errors or user error.**

IV.3. Submission Dates and Times

Due Date for Applications: **04/22/2013**

Explanation of Due Dates

The due date for receipt of applications is listed in the *Overview* section and in this section. See *Section III.3. Application Disqualification Factors*.

Electronic Applications

The deadline for submission of electronic applications via www.Grants.gov is 11:59 p.m., ET, on the due date. Electronic applications submitted at 12:00 a.m., ET, on the day after the due date will be considered late and will be disqualified from competitive review and from funding under this announcement.

Applications that fail to meet the application due date will not be reviewed and will receive no further consideration. You are strongly encouraged to submit your application a minimum of 3-5 days prior to the application closing date. Do not wait until the last day in the event you encounter technical difficulties, either on your end or, with <http://www.grants.gov>. Grants.gov can take up to 48 hours to notify you of a successful submission.

Applicants are required to submit their applications electronically via www.Grants.gov unless they received an exemption through the process described in

Section IV.2. Request an Exemption from Required Electronic Application Submission.

The agency does not accommodate transmission of applications by email or facsimile.

Instructions for electronic submission via www.Grants.gov are available at http://www.grants.gov/applicants/apply_for_grants.jsp.

Please note:

Applications submitted to www.Grants.gov at any time during the open application period, and prior to the due date and time that fail the Grants.gov validation check will not be received at ACL. **These applications will not be acknowledged.** Applications that fail the Grants.gov validation check will not be transmitted to ACL though they may have been submitted on time.

Each time an application is submitted via www.Grants.gov, the application will receive a new date and time-stamp. Only those applications with date and time-stamps that result in a validated application, which is transmitted to ACL, will be acknowledged.

Extensions and/or Waiving Due Date and Receipt Time Requirements

ACL may extend an application due date and receipt time when circumstances make it impossible for applicants to submit their applications on time. These events include natural disasters (floods, hurricanes, tornados, etc.), or when there are widespread disruptions of electrical service, or mail service, or in other rare cases. The determination to extend or waive due date and/or receipt time requirements rests with the Grants Management Officer listed as the Office of Grants Management Contact in *Section VII. Agency Contacts*.

Acknowledgement from www.Grants.gov of an electronic application's submission:

Applicants will receive an initial email upon submission of their application to www.Grants.gov. This email will provide a **Grants.gov Tracking Number**. Applicants should refer to this tracking number in all communication with Grants.gov. The email will also provide a **date and time stamp**, which serves as the official record of the application's submission. The date and time-stamp must reflect a submission time on, or before, 11:59 p.m., ET, on the application due date. Receipt of this email does not indicate that the application is accepted or that it has passed the validation check.

Each time an application is submitted, or resubmitted, via www.Grants.gov, the application will receive a new date and time-stamp. Only those applications with on-time date and time-stamps that result in a validated application, which is transmitted to ACL, will be acknowledged.

Applicants will be provided with an acknowledgement from www.Grants.gov that the

submitted application package has passed, or failed, a series of checks and validations. Applications that are submitted on time that fail the validation check will not be transmitted to ACL and will not be acknowledged.

See "[What to Expect After Submitting](#)" at www.Grants.gov for more information.

IV.4. Intergovernmental Review of Federal Programs

This program is not subject to Executive Order (E.O.) 12372, "Intergovernmental Review of Federal Programs," or 45 CFR Part 100, "Intergovernmental Review of Department of Health and Human Services Programs and Activities." No action is required of applicants under this announcement with regard to E.O. 12372.

IV.5. Funding Restrictions

Costs of organized fund raising, including financial campaigns, endowment drives, solicitation of gifts and bequests, and similar expenses incurred solely to raise capital or obtain contributions, are considered unallowable costs under grants or cooperative agreements awarded under this funding opportunity announcement.

Grant awards may not allow reimbursement of pre-award costs.

Construction is not an allowable activity or expenditure under this grant award.

Purchase of real property is not an allowable activity or expenditure under this grant award.

IV.6. Other Submission Requirements

Amy Wiatr-Rodriguez

Administration for Community Living

Fax: 312-886-8533

Email: amy.wiatr@acl.hhs.gov

Electronic Submission

See *Section IV.2* for application requirements and for guidance when submitting applications electronically via <http://www.Grants.gov>.

For all submissions, see *Section IV.3* for information on due dates and times.

V. Application Review Information

Applications competing for financial assistance will be reviewed and evaluated using the criteria described in this section. The corresponding point values indicate the relative importance placed on each review criterion. Points will be allocated based on the extent to which the application proposal addresses each of the criteria listed. Applicants should address these criteria in their application materials, particularly in the project description and budget justification, as they are the basis upon which competing applications will be

judged during the objective review. The required elements of the project description and budget justification may be found in *Section IV.2* of this announcement.

Applications are scored by assigning a maximum of 100 points across five criteria:

- a. Project Relevance & Current Need - (10 points);
- b. Approach - (30 points);
- c. Budget – (10 points);
- d. Project Impact - (30 points); and
- e. Organizational Capacity - (20 points).

Project Relevance & Current Need

Maximum Points:
10

- i. Does the proposed project clearly and adequately respond to the priority area, as described in this Program Announcement? (5 points)
- ii. Does the application adequately and appropriately describe and document the key problem(s)/condition(s) relevant to its purposes? Is the proposed project justified in terms of the most recent, relevant, and available information and knowledge? (5 points)

Approach

Maximum Points:
30

- i. Is the scope of the National Call Center clearly defined? Does it reflect a coherent and feasible approach for successfully addressing the identified problem and achieving the identified outcome(s)? Does the project take into account barriers and opportunities that exist in the larger environment that may impact on the project's success? Does the plan specify how it will provide 24 hour, 7 day a week, 365 days a year coverage to all U.S. States, DC, PR, AS, GU, CNMI, and VI? Does the intervention optimize the use of potential partnerships with publicly and privately funded programs, other organizations and/or consumer groups, as appropriate? (10 points)
- ii. Is the project work plan clear and comprehensive? Does it include sensible and feasible timeframes for the accomplishment of tasks presented? Does the work plan include specific objectives and tasks that are linked to measurable outcomes? Does the proposal include a clear and coherent management plan, including a detailed and feasible quality assurance plan applicable to national and local level responses? Are the roles and responsibilities of project staff, consultants and partners clearly defined and linked to specific objectives and tasks? Are the qualifications of the project staff, consultants and/or partners, and the proposed level of effort, well-specified and adequate to carryout the project? (10 points)
- iii. Does the application describe how local community-based organizations will be involved in a meaningful way in the planning and implementation of the proposed project? Does the application include traditionally underserved populations, including elders and caregivers of color; ethnic minority, low-income, limited-English proficient and rural persons; people with dementia and intellectual or developmental disabilities and

their family caregivers; LGBT older adults and caregivers; unpaid caregivers; and families coping with Alzheimer’s disease in its target populations? (10 points)

Budget

Maximum Points:
10

- i. Is the budget justified with respect to the adequacy and reasonableness of resources requested? Is the time commitment of the proposed director and other key project personnel sufficient to assure proper direction, management and timely completion of the project? (5 points)
- ii. Do budget rows and columns add properly? Are budget line items clearly delineated and consistent with work plan objectives? For example, has a multiyear budget covering the entire proposed project period been included as well as a budget covering each individual year? (5 points)

Project Impact

Maximum Points:
30

- i. Are the expected project benefits/results clear, realistic, and consistent with the objectives and purpose of the project? Are the anticipated outcomes of the proposed project likely to be achieved and will they significantly benefit the populations affected by the intervention, and the field of aging as a whole? Are the proposed outcomes quantifiable and measurable, consistent with the definition of a project outcome contained in Attachment E of the Program Announcement? (10 points)
- ii. Does the project evaluation reflect a thoughtful and well-designed approach that will be able to successfully measure whether or not the project has achieved its proposed outcome(s)? Does the plan include the qualitative and/or quantitative methods necessary to reliably measure outcomes? Is the evaluation also designed to capture “lessons learned” from the overall effort that might be of use to others in the field of aging, especially those who might be interested in replicating aspects of the project? (12 points)
- iii. Is there a realistic plan to try to secure resources to continue some or all project activities after Federal financial assistance has ended? (3 points)
- iv. Will the dissemination plan get relevant and easy to use information in a timely manner to parties that might benefit from the resources and information available, including information on Alzheimer’s disease as well as strategies for collaboration and partnership with the National Call Center? Does the dissemination plan specifically target disadvantaged populations? (5 points)

Organizational Capacity

Maximum Points:
20

- i. Does the applicant organization clearly and reasonably identify their capacity for carrying out the proposed project and evaluation? (10 points)
- ii. Do the proposed project director(s), key staff and consultants have the background, experience, and other qualifications required to carry out their designated roles? Are letters from participating organizations included, as appropriate, and do they express the clear commitment and areas of responsibility of those organizations, consistent with the work plan description of their intended roles and contributions? (10 points)

V.2. Review and Selection Process

No grant award will be made under this announcement on the basis of an incomplete application. No grant award will be made to an applicant or sub-recipient that does not have active registration at www.sam.gov.

Initial Screening

Each application will be screened to determine whether it meets one of the following disqualification criteria as described in *Section III.3. Application Disqualification Factors*:

- Applications that are designated as late according to *Section IV.3. Submission Dates and Times*,
- The Project Narrative section of the Application must be **double-spaced**, on 8 ½” x 11” plain white paper with **1” margins** on both sides, and a **font size of not less than 11**.
- **The Project Narrative must not exceed 20 pages.** NOTE: The Project Work Plan, Letters of Commitment, and Vitae of Key Project Personnel **are not counted** as part of the Project Narrative for purposes of the 20-page limit.

For those applications that have been disqualified under the initial screening, notice will be provided by postal mail or by email. See *Section IV.3. Explanation of Due Dates* for information on Grants.gov's and the Agency's acknowledgment of received applications.

Objective Review and Results

Applications competing for financial assistance will be reviewed and evaluated by objective review panels using the criteria described in *Section V.1. Criteria* of this announcement. Each panel is composed of experts with knowledge and experience in the area under review. Generally, review panels include three reviewers and one chairperson.

Results of the competitive objective review are taken into consideration by the Agency in the selection of projects for funding; however, objective review scores and rankings are not binding. They are one element in the decision-making process.

The Agency may elect not to fund applicants with management or financial problems that would indicate an inability to successfully complete the proposed project. Applications may be funded in whole or in part. Successful applicants may be funded at an amount lower than

that requested. The Agency reserves the right to consider preferences to fund organizations serving emerging, unserved, or under-served populations, including those populations located in pockets of poverty. The Agency will also consider the geographic distribution of Federal funds in its award decisions.

Final award decisions will be made by the Administrator for the Administration of Community Living, or designee. In making these decisions, the Administrator will take into consideration: recommendations of the review panel; reviews for programmatic and grants management compliance; the reasonableness of the estimated cost to the government considering the available funding and anticipated results; and the likelihood that the proposed project will result in the benefits expected.

Approved but Unfunded Applications

Applications recommended for approval that were not funded under the competition because of the lack of available funds may be held over by the Agency and reconsidered in a subsequent review cycle if a future competition under the program area is planned. These applications will be held over for a period of up to one year and will be re-competed for funding with all other competing applications in the next available review cycle. For those applications that have been deemed as approved but unfunded, notice will be given of such determination by postal mail.

V.3. Anticipated Announcement and Award Dates

Applicants can expect to learn about the disposition of their applications, whether successful or unsuccessful, by June 30, 2013.

VI. Award Administration Information

VI.1. Award Notices

Successful applicants will be notified through the issuance of a Notice of Award (NoA) that sets forth the amount of funds granted, the terms and conditions of the grant, the effective date of the grant, the budget period for which initial support will be given, the non-Federal share to be provided (if applicable), and the total project period for which support is contemplated. The NoA will be signed by the Grants Officer and transmitted via postal mail, email, or current Grants Management System. Following the finalization of funding decisions, organizations whose applications will not be funded will be notified by letter signed by the cognizant Program Office. Any other correspondence that announces to a Principal Investigator, or a Project Director, that an application was selected is not an authorization to begin performance.

Project costs that are incurred prior to the receipt of the NoA are at the recipient's risk and may be reimbursed only to the extent that they are considered allowable as approved pre-award costs. Information on allowable pre-award costs and the time period under which they may be incurred is available in *Section IV.5. Funding Restrictions*.

VI.2. Administrative and National Policy Requirements

Awards issued under this announcement are subject to the uniform administrative requirements and cost principles of 45 CFR. Part 74 (Awards And Subawards To Institutions Of Higher Education, Hospitals, Other Nonprofit Organizations, And Commercial Organizations) or 45 CFR. Part 92 (Grants And Cooperative Agreements To State, Local, And Tribal Governments). The Code of Federal Regulations (CFR) is available at <http://www.gpo.gov>.

An application funded with the release of Federal funds through a grant award does not constitute, or imply, compliance with Federal regulations. Funded organizations are responsible for ensuring that their activities comply with all applicable Federal regulations.

The award is also subject to DHHS Administrative Requirements, which can be found in 45CFR Part 74 and 92 and the Standard Terms and Conditions, included in the Notice of Award as well as implemented through the HHS Grants Policy Statement located at <http://www.hhs.gov/grantsnet/adminis/gpd/index.htm>

VI.3. Reporting

Grantees under this funding opportunity announcement will be required to submit performance progress and financial reports periodically throughout the project period. The frequency of required reporting is listed later in this section. Final reports may be submitted in hard copy to the Grants Management Office Contact listed in *Section VII. Agency Contacts* of this announcement. Instructions on submission of reports electronically will be provided with award documents.

Performance Progress Reports (PPR)

Notice of Award documents will inform grantees of the appropriate performance progress report form or format to use. Grantees should consult their Notice of Award documents to determine the appropriate performance progress report format required under their award. Performance progress reports are due 30 days after the end of the reporting period.

Final program performance reports are due 90 days after the close of the project period.

Federal Financial Reports (FFR)

As of March 1, 2011, HHS began the transition from use of the SF-269, Financial Status Report (Short Form or Long Form) to the use of the SF-425 Federal Financial Report for expenditure reporting. SF-269s will no longer be accepted for expenditure reports due after that date. If an SF-269 is submitted, the Agency will return it and require the recipient to complete the SF-425.

The transition strategy is allowing individual HHS Operating Divisions to select--from a limited number of options--the approach that best fits their programs and business process. This transition does not affect completion or submission of the cash reporting to the HHS

Division of Payment Management's Payment Management System (PMS). The primary features of this transition for recipients are that OPDIVs that previously required electronic submission of the SF-269 will receive the SF-425 expenditure reports electronically and, until further notice, OPDIVs that have been receiving expenditure reports in hard copy will continue to do so.

All expenditure reports will be due on one of the standard due dates by which cash reporting is required to be submitted to PMS or at the end of a calendar quarter as determined by the Operating Division. As a result, a recipient that receives awards from more than one OPDIV may be subject to more than one approach, but will not be required to change its current means of submission or be subjected to more than eight standard due dates.

Beginning with budget periods which end from January 1 - March 31, 2011, and for all budget periods thereafter, all affected Agency grantees will be required to submit an SF-425 report as frequently as is required in the terms and conditions of their award using due dates for reports to PMS.

For budget periods ending in the months of: The FFR (SF-425) is due on:

January 01 through March 31	April 30
April 01 through June 30	July 30
July 01 through September 30	October 30
October 01 through December 31	January 30

Fillable versions of the SF-425 form in Adobe PDF and MS-Excel formats, along with instructions, are available at http://www.whitehouse.gov/omb/grants_forms and www.forms.gov. Further instructions will be provided, as necessary, with award terms and conditions that will address specific reporting periods and due dates on an award-by-award basis.

For planning purposes, the Agency reporting periods for awards made under this announcement are as follows:

Program Progress Reports:	Semi-Annually
Financial Reports:	Annually

FFATA and FSRS Reporting

The Federal Financial Accountability and Transparency Act (FFATA) requires data entry at the FFATA Subaward Reporting System (<http://www.FSRS.gov>) for all sub-awards and sub-contracts issued for \$25,000 or more as well as addressing executive compensation for both grantee and sub-award organizations.

For further guidance please see the following link:

http://www.aoa.gov/AoARoot/Grants/Reporting_Requirements/index.aspx

VII. Agency Contacts

Program Office Contact

Amy Wiatr-Rodriguez
Administration for Community Living
Phone: (312) 938-9858
Fax: (312) 886-8533
Email: Amy.Wiatr@acl.hhs.gov

Office of Grants Management Contact

Sean Lewis
Administration for Community Living
Fax: (202) 357-3467
Email: sean.lewis@acl.hhs.gov

Federal Relay Service:

Hearing-impaired and speech-impaired callers may contact the Federal Relay Service for assistance at 1-800-877-8339 (TTY - Text Telephone or ASCII - American Standard Code For Information Interchange).

VIII. Other Information

Reference Websites

U.S. Department of Health and Human Services (HHS) on the Internet <http://www.hhs.gov/>.

Catalog of Federal Domestic Assistance (C.F.D.A.) <https://www.cfda.gov/>.

Code of Federal Regulations (C.F.R.) <http://www.gpo.gov>.

United States Code (U.S.C) <http://www.gpoaccess.gov/uscode/> .

Grants.gov Forms Repository webpage
at http://www.grants.gov/agencies/aforms_repository_information.jsp.

Versions of other Standard Forms (SFs) are available on the Office of Management and Budget (OMB) Grants Management Forms web site at http://www.whitehouse.gov/omb/grants_forms/.

For information regarding accessibility issues, visit the Grants.gov Accessibility

Application Checklist

What to Submit	Where Found	When to Submit
SF-424 - Application for Federal Assistance	Referenced in <i>Section IV.2. Required Forms, Assurances, and Certifications</i> . Found at the Grants.gov Forms Repository at http://www.grants.gov/agencies/aforms_repository_information.jsp .	Submission is due by the application due date found in the <i>Overview</i> and in <i>Section IV.3. Submission Dates and Times</i> .
Certification Regarding Lobbying	Referenced in <i>Section IV.2. Required Forms, Assurances, and Certifications</i> .	Submission is due with the application package. If it is not submitted with the application package, it may also be submitted prior to the award of a grant.
Survey on Ensuring Equal Opportunity for Applicants	<p>Non-profit private organizations (not including private universities) are encouraged to submit the survey with their applications.;;Applicants applying electronically, may submit this survey along with the application as part of the appendix or as a separate document. Applicants submitting in paper, please;place the completed survey in an envelope labeled "Applicant Survey." Seal the envelope and include it along with the application package.</p> <p>The survey is referenced in Section IV.2. of the announcement.</p> <p>The survey will not count in the page limitations.</p>	<p>Submission is voluntary. Submission may be made with the application by the application due date listed in the <i>Overview</i> and <i>Section IV.3. Submission Dates and Times</i>. Or, it may be submitted prior to the award of a grant.</p>

The Project Description	Referenced in <i>Section IV.2. The Project Description</i> . This is the title for the project narrative that describes the applicant's plan for the project.	Submission is due by the application due date found in the <i>Overview</i> and in <i>Section IV.3. Submission Dates and Times</i> .
The Project Budget and Budget Justification	Referenced in <i>Section IV.2. The Project Budget and Budget Justification</i> of the announcement.	Submission of the Project Budget is required on the appropriate Standard Form (424A or 424C). The Budget Justification is a separate document that may be no more than 10 pages and is due by the application due date found in the <i>Overview</i> and in <i>Section IV.3. Submission Dates and Times</i> .
Commitment of Non-Federal Resources	Referenced in <i>Section IV.2. The Project Budget and Budget Justification</i> .	Submission is due by the application due date found in the <i>Overview</i> and in <i>Section IV.3. Submission Dates and Times</i> .

Appendices